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APPLICANTS

Patrick Hession, Galway, IRELAND;
 Tony McCormack, Galway, IRELAND;
 James Hickey, Galway, IRELAND;

**** CONTINUING DATA** ***** None *BLT*

**** FOREIGN APPLICATIONS** ***** None *BLT*

IF REQUIRED, FOREIGN FILING LICENSE GRANTED

** 03/30/2004

Foreign Priority claimed <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	STATE OR COUNTRY IRELAND	SHEETS DRAWING 4	TOTAL CLAIMS 23	INDEPENDENT CLAIMS 5
35 USC 119 (a-d) conditions <input type="checkbox"/> yes <input checked="" type="checkbox"/> no <input type="checkbox"/> Met after met <i>(Signature)</i> Allowance Verifier and Acknowledged Examiner's Signature <i>Bernard O'Brien</i> Initials				

ADDRESS

23644

TITLE

Methods of monitoring communications sessions in a contact centre

FILING FEE RECEIVED 996	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:	<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees (Filing) <input type="checkbox"/> 1.17 Fees (Processing Ext. of time) <input type="checkbox"/> 1.18 Fees (Issue) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit
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